

4870 Series

Upright vacuum cleaner – household type

Owner's Guide

Thank you for purchasing your new Eureka vacuum!

Important instructions

For easy assembly, please take a few moments to read this owner's guide.

If you have questions about your new vacuum, please contact our customer service helpline at **1-800-282-2886. We're here to help!**

8 a.m. to 7:30 p.m. (CST), Monday - Friday

10 a.m. to 6:30 p.m. (CST), Saturday - Sunday

Promotional code: **OGC7**

Special Offer – receive 15% off parts and accessories when ordering online. Promotion excludes vacuums and maintenance packs.

Guía del Propietario

¡Gracias por la compra de su nueva aspiradora Eureka!

Si tiene alguna pregunta sobre su nueva aspiradora, por favor contacte a nuestra línea de ayuda de atención al cliente llamando al **1-800-282-2886. ¡Estamos aquí para ayudarle!**

8 a.m. a 7:30 p.m. (CST), de lunes a viernes

10 a.m. a 6:30 p.m. (CST), sábado y domingo

Código de promoción: **OGC7**

Oferta especial – reciba un 15% de descuento en piezas y accesorios cuando haga su pedido en línea. Esta promoción no incluye aspiradoras ni paquetes de mantenimiento.

Le Guide du Propriétaire

Merci d'avoir acheté votre nouvel aspirateur Eureka!

Si vous avez des questions au sujet de votre nouvel aspirateur, veuillez contacter notre Ligne d'aide du Service à la clientèle au **1-800-282-2886. Nous sommes là pour vous aider!**

8 h à 19 h 30 (CST), lundi au vendredi

10 h à 18 h 30 (CST), samedi et dimanche

Code de promotion : **OGC7**

Offre spéciale – recevez 15% de réduction sur les pièces et les accessoires lorsque vous commandez en ligne. La promotion exclut les aspirateurs et les trousseaux d'entretien.



www.eureka.com

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eureka![®]
Invented for the way you clean[™]

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Follow caution information wherever you see this symbol.

IMPORTANT SAFEGUARDS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER WARNING



To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- **Do not leave vacuum cleaner when plugged in.** Turn off the switch and unplug the electrical cord when not in use and before servicing.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center before using.
- Do not pull or carry by cord. Do not use cord as a handle. Do not close a door on cord or pull cord around sharp edges or corners. Do not run vacuum cleaner over cord. Keep cord away from heated surfaces.
- Do not use extension cords or outlets with inadequate current carrying capacity.
- Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or vacuum cleaner with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- This vacuum cleaner creates suction and contains a revolving brush roll. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not place vacuum cleaner on furniture or stairs as the brush roll may cause damage. Use extra care when cleaning on stairs. Place vacuum cleaner on floor with the handle in storage position while using attachments.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag, motor filter and HEPA filter in place.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use in areas where they may be present.
- Store your vacuum cleaner indoors in a cool, dry area.
- Keep your work area well lighted.
- Unplug electrical appliances before vacuuming them.
- Unplug before connecting turbo nozzle.

SAVE THESE INSTRUCTIONS

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.



Motor

Do Not Oil the motor or the brush roll at any time. The bearings are permanently lubricated and sealed.

Where to find important vacuum information

Keep this information

Write the model, type and serial number here:

Date of purchase (keep your receipt) _____

Model number and type _____

Serial number _____

Find these numbers on a label on the lower back side of the vacuum cleaner. Refer to these numbers when ordering parts and accessories or if service is needed.



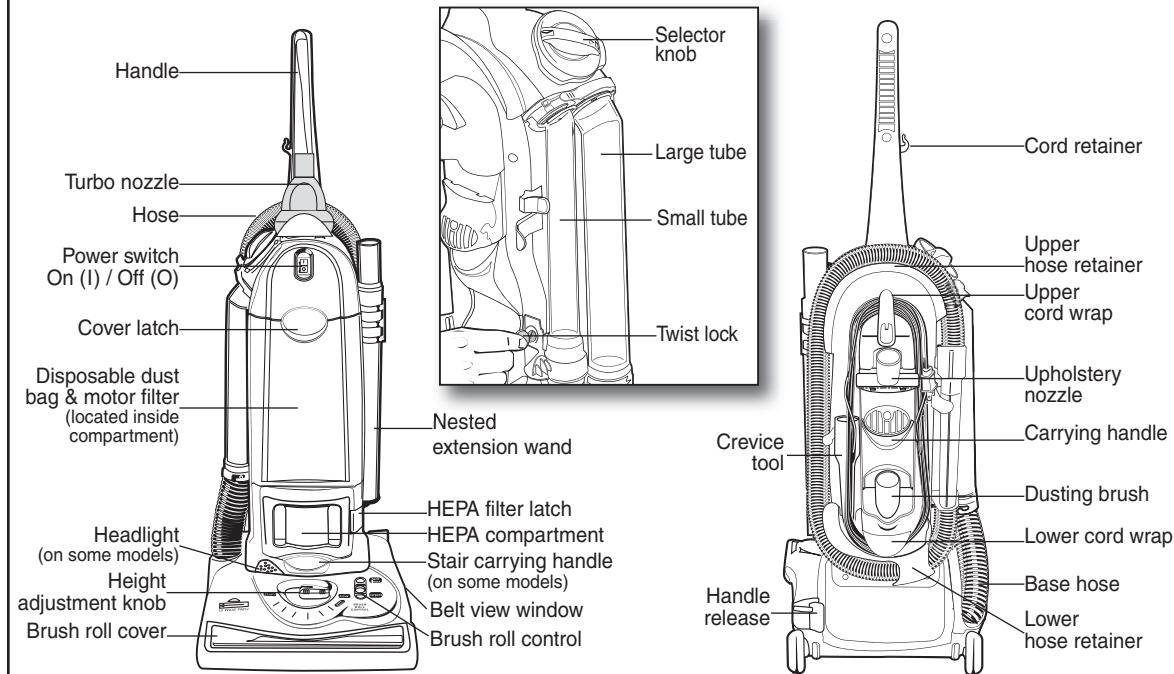
Before you start your vacuum cleaner

Refer to Quick Start Guide for assembly and use. This Owner's Guide provides important instructions to prolong the life of your Eureka vacuum cleaner.

Registration: To register your product visit www.eureka.com and click on the 'Register Your Product' link in the top right corner.

Inspection: Carefully unpack and inspect your new Eureka vacuum cleaner for shipping damage. Each unit is tested and thoroughly inspected before shipping. For instructions regarding any shipping damage, call Eureka Customer Service **HELPLINE 1-800-282-2886** immediately.

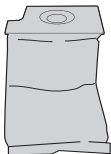
How to identify parts of vacuum cleaner



Maintenance information



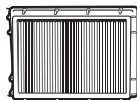
Read all instructions before using this vacuum cleaner.
Moving parts! Make sure power switch is in OFF (O) position
before plugging in power cord.



Disposable dust bag
Style RR



Motor filter
and retainer



HEPA filter
Style HF2

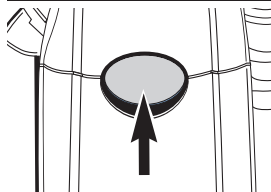


Brush roll

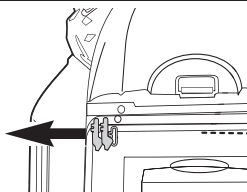


Belt
Style R

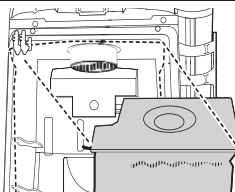
WHEN DEBRIS REACHES FILL LINE – Replace disposable dust bag style RR



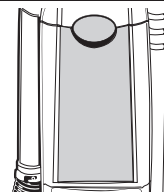
Lift latch to remove front cover.



Hold lever to left; pull down
cardboard collar to remove bag.



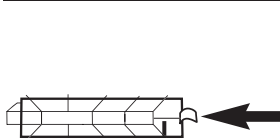
Place collar of new bag on back
ledge; push up to secure at sides.



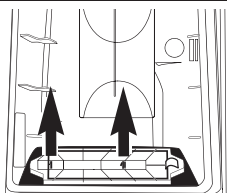
Tuck in bag at bottom and along
sides. replace front cover.

Cover will not close if dust bag is not in proper position.

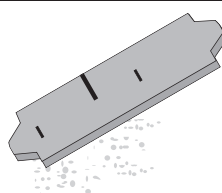
3 MONTHS, OR EACH TIME YOU REPLACE DUST BAG – Clean or replace motor filter



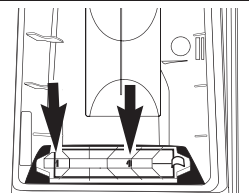
Lift up handle to remove
filter retainer.



Lift up filter to remove from pegs.



Shake or brush dust off filter.



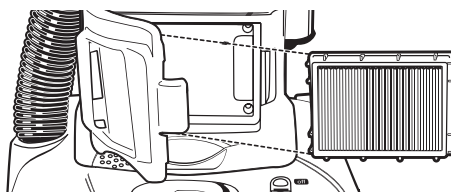
Press cleaned or replacement filter
onto pegs. push on filter retainer;
replace front cover.

Never operate vacuum without motor filter in place.

6 MONTHS – Replace HEPA filter style HF2

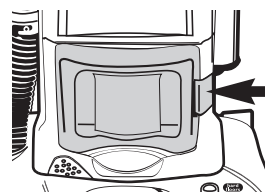


Squeeze door latch to open.



Remove HEPA filter.

Place new filter with rubber seal against back of compartment.



Replace door; push latch until it
snaps into place.



BRUSH ROLL – Clean monthly



BELT style R – Replace a worn or broken belt

How to maintain your vacuum cleaner



Make sure vacuum cleaner is turned off and power cord is unplugged.

When handle is in upright position, brush roll automatically shuts off.

Routine maintenance of your vacuum will help avoid unnecessary service calls. Check the bag, belt and brush roll often.

Maintain brush roll



Do not remove end caps. Remove hair and threads from brush roll periodically.



Check belt. Replace if worn or broken.

Motor can become hot with normal use. Avoid touching the motor shaft when checking brush roll or belt.

How to replace brush roll or belt

- 1) Move brush roll control to 'bare floor.' Press firmly until it locks (Fig. 1).
- 2) Use handle release to lower handle flat onto floor (Fig. 2).
- 3) Turn vacuum over. Remove 3 screws (Fig. 3) and lift off base plate.
- 4) Remove brush roll and belt.
- 5) Place new belt around motor shaft and brush roll. Insert left end of brush roll first (Fig. 4).
- 6) Insert right end of brush roll. Make sure end cap fits into base (Fig. 5). **The new belt may appear to be loose. This is normal.**
- 7) Rotate brush roll 2 turns to center belt.
- 8) Insert 4 tabs on base plate into slots on base (Fig. 6). Rotate base plate down onto vacuum and replace 3 screws.

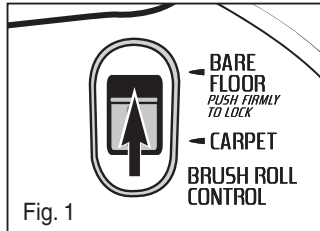


Fig. 1

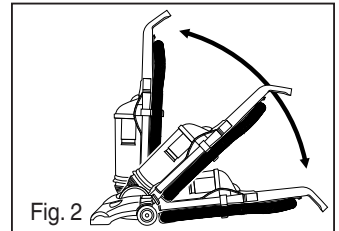


Fig. 2

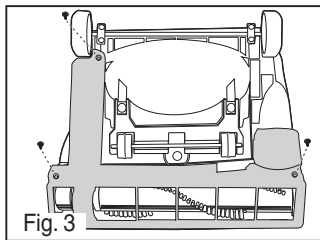


Fig. 3

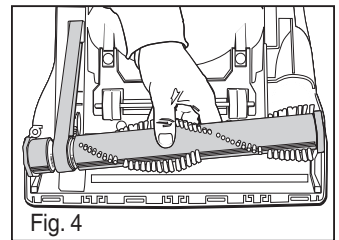


Fig. 4

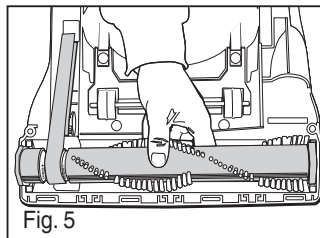


Fig. 5

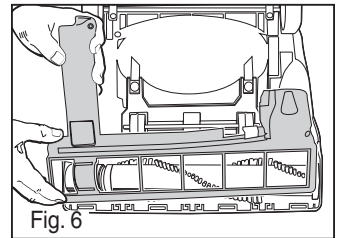


Fig. 6



Change light bulb (on some models)

Make sure vacuum is turned off and power cord is unplugged.

- 1) Unscrew the lens and remove old bulb. Replace with bulb rated 12v., 10w., Type 904 (Fig. 7).
- 2) Push in new bulb, replace lens cover and replace screw (Fig. 8).

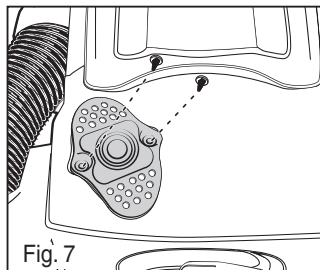


Fig. 7

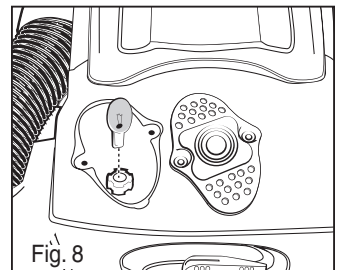


Fig. 8



How to use accessories

Handle must be in upright position; brush roll will automatically shut off.
Replace hose end into storage clip after using accessories.

Before using accessories

- 1) For bare floor cleaning, push brush roll control lever firmly to lock in 'bare floor' setting to stop brush roll (Fig. 1).
- 2) Turn height adjustment knob to bare floor position (Fig. 2).
- 3) If brush roll still rotates, control lever is not engaged properly.
- 4) Loosen hose end from back of vacuum.
- 5) Place tool on end of wand or hose.

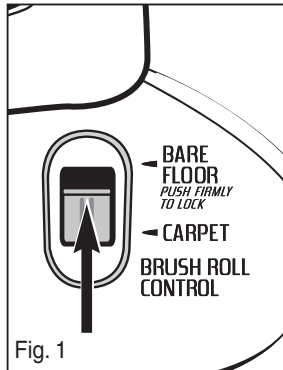


Fig. 1

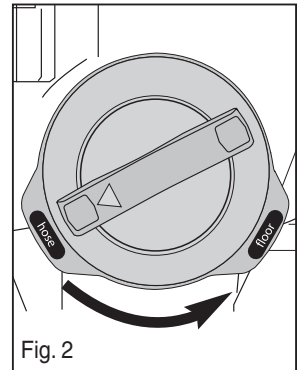
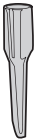
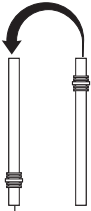


Fig. 2

Nested extension wand

Use to extend reach of hose.

- 1) Grasp both wands near ridges and pull apart.
- 2) Turn ridge end to center; push wands together.
- 3) Place wand on end of hose.



Crevice tool

Use for corners, baseboards, between cushions.



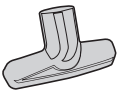
Dusting brush

Use for furniture, blinds, bookshelves, lampshades and vents.



Upholstery nozzle

Use for draperies, cushions and fabrics.



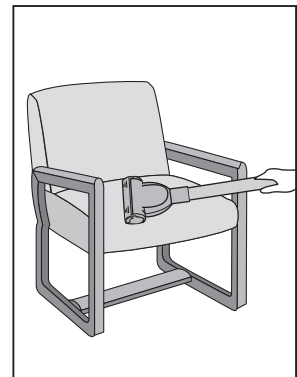
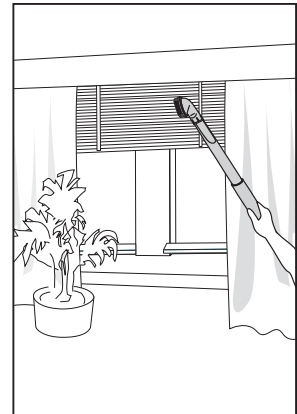
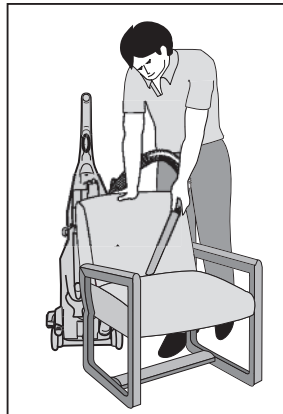
Turbo nozzle and stair hose

(with some models or available for purchase)

Use for furniture and stairs.

Make sure vacuum is below you, pushed against the bottom step.

- 1) If model has additional stair hose, attach to end of hose.
- 2) Attach turbo nozzle to the end of wand and hose.



Problem solving



Make sure vacuum is turned off and power cord is unplugged.

⚠ NOTICE: Thermal cut-off

This vacuum cleaner has a special thermostat that protects the vacuum in case of motor overheating. **If the vacuum suddenly shuts off**, proceed as follows:

- 1) Push the power switch to off and unplug the vacuum.
- 2) Check the vacuum for a possible source of overheating such as a full dust cup, blocked hose or clogged filter. If these conditions are found, fix them and wait at least **30 minutes** before attempting to use the vacuum.
- 3) After the 30 minute period, plug the vacuum back in and turn on the switch. If the vacuum still does not work, call the Eureka customer service helpline.

Problem	Cause	Solution
Motor will not start.	Power plug	<ul style="list-style-type: none"> • Push plug securely into outlet. • Try another outlet. • Check circuit breaker.
	Power switch	<ul style="list-style-type: none"> • Turn power switch to on (I).
	Thermal cut-off	<ul style="list-style-type: none"> • See above.
Vacuum does not clean carpet or bare floor.	Dust bag and filters	<ul style="list-style-type: none"> • Replace dust bag, clean and/or change filters. • If picking up fine dust, the dust bag may not look full, but a fine substance tends to reduce suction when it blocks air flow through the bag and filters. Refer to page 3 for filter maintenance. Make sure filters and dust bag are installed properly.
	Selector knob	<ul style="list-style-type: none"> • Turn selector knob to 'floor.'
	Belt	<ul style="list-style-type: none"> • Replace a worn or broken belt. Page 4
	Hose or tubes	<ul style="list-style-type: none"> • Remove clogs from the hose or tubes that restrict the airflow. Page 7
	Bare floor setting	<ul style="list-style-type: none"> • For bare floor cleaning, push brush roll control lever firmly to lock in 'bare floor' setting to stop brush roll. Turn height adjustment knob to bare floor position. If brush roll still rotates, control lever is not engaged properly. Page 5
No suction at the end of hose.	Carpet height setting	<ul style="list-style-type: none"> • For carpet cleaning, turn height adjustment knob to another position. Push brush roll control to 'carpet.'
	Dust bag and filters	<ul style="list-style-type: none"> • Replace dust bag, clean and/or change filters. • If picking up fine dust, the dust bag may not look full, but a fine substance tends to reduce suction when it blocks air flow through the bag and filters. Refer to page 3 for filter maintenance. Make sure filters and dust bag are installed properly.
	Selector knob	<ul style="list-style-type: none"> • Turn selector knob to 'hose.'
Vacuum is hard to push.	Hose or tubes	<ul style="list-style-type: none"> • Remove clogs from the hose or tubes that restrict the airflow. Page 7
	Carpet height setting	<ul style="list-style-type: none"> • Adjust knob to a higher position.
Burning smell; brush roll will not turn.	Belt	<ul style="list-style-type: none"> • Replace a worn or broken belt. Page 4
	Brush roll control	<ul style="list-style-type: none"> • Check brush roll for debris. Page 4 • Replace a worn or broken belt. Page 4
Front cover will not close.	Brush roll control	<ul style="list-style-type: none"> • Push brush roll control to 'carpet.' <i>Note: Brush roll is not supposed to turn while handle is in upright position.</i>
	No dust bag	<ul style="list-style-type: none"> • Install dust bag. Page 3 • Front cover will not close if dust bag is not properly installed.
Headlight not working.	Light bulb	<ul style="list-style-type: none"> • Replace light bulb. Page 4



How to clear a blockage

Make sure vacuum is turned off and power cord is unplugged.

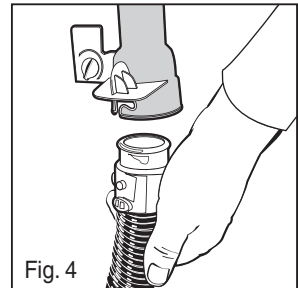
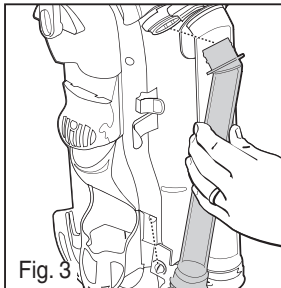
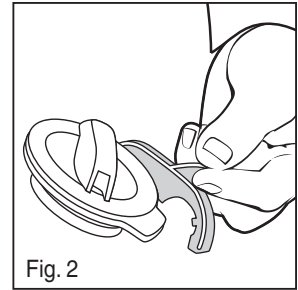
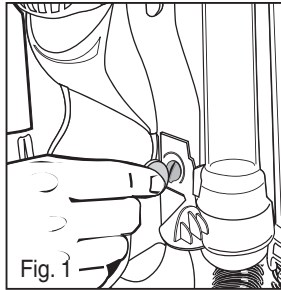
If vacuum has no suction, refer to problem solving, page 6. Low suction or poor pickup may also be due to a blockage in the vacuum cleaner.

Hose blockage

- 1) Remove hose end. Flex the hose to loosen any blockage. If little or no suction, check dust bag and filters.

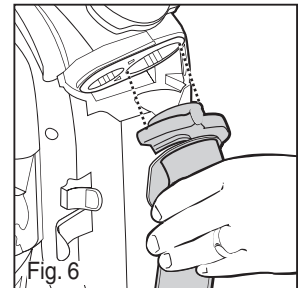
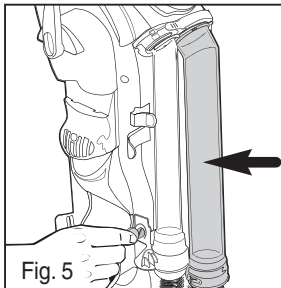
Remove and check tubes

- 1) Use a coin to turn twist lock to 'unlock' (Fig. 1).
- 2) Lift tube latch (Fig. 2).
- 3) Pull small tube down and away from vacuum body (Fig. 3).
- 4) Twist to separate tube from hose (Fig. 4).
- 5) Push large tube toward back, pull down and away from vacuum body (Fig. 5).
- 6) Twist to separate tube from hose (Fig. 4).
- 7) Check for blockage in both tubes and hoses. Flex hose to loosen any blockage.
- 8) Clean tubes with mild detergent. Do not put in dishwasher. Dry thoroughly.



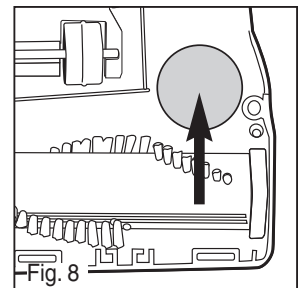
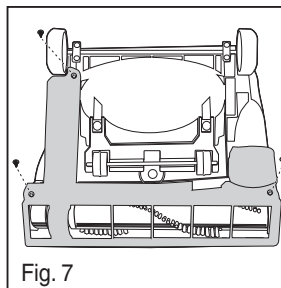
Reassemble tubes

- 1) Re-attach both tubes to hoses (Fig. 4).
- 2) With tube latch open, insert large tube into large hole. Push firmly to insert tube all the way (Fig. 6).
- 3) Slide ribs at bottom of large tube into slot on vacuum body.
- 4) Insert small tube into small hole. Push into place so both tubes are vertical and bottoms of tubes interlock.
- 5) Adjust small tube until twist lock is in proper position against back of vacuum. Use a coin to turn twist lock to 'lock' (Fig. 1).
- 6) Close tube latch (Fig. 2).



Check base hose (on some models)

- 1) Use handle release to lower handle flat onto floor. Turn vacuum over. Remove 3 screws (Fig. 7) and lift off base plate.
- 2) Use finger to clear blockage from base (Fig. 8). Replace base plate and 3 screws.



The Eureka limited warranty

Eureka warrants this vacuum cleaner to be free from defects in material and workmanship for a term of two years for normal household use. Warranty is granted only to the original purchaser and members of immediate household.

This warranty is good for two years from the date of purchase only when the vacuum cleaner is used in the accordance with Eureka operating instructions. Note: refurbished or remanufactured products have a one year limited warranty.

This warranty does not cover

- Parts of the vacuum that require replacement under normal use such as disposable dust bags, filters, drive belts, light bulbs, brush roll, bristles, impellers and cleaning.
- Damages or malfunctions caused by negligence, abuse, and use not in accordance with the Owner's Guide.
- Defects or damages caused by unauthorized service or the use of other than Genuine Eureka, ARM & HAMMER™ and Filtrete™ by 3M parts.

What Eureka will do

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. As a matter of warranty policy, **Eureka will not refund the consumer's purchase price.**

Warranty registration

To register your product visit www.eureka.com and click on the 'Register Your Product' link in the top right corner.

Obtaining warranty service

To obtain warranty service you must return the vacuum or vacuum part along with "proof of purchase" to any Eureka Authorized Warranty Station. For Eureka Authorized Warranty Station or Service Information, visit **www.eureka.com**, write or telephone toll free:

USA: 1-800-282-2886

Electrolux Home Care
North America Service Division
P.O. Box 3900
Peoria, IL 61612

Mexico: (55) 5343-4384

Electrolux Home Care

Canada: 1-800-282-2886

Electrolux Home Care
North America Service Division
5855 Terry Fox Way
Mississauga, Ontario L5V 3E4

Obtaining warranty service outside your community

You must pay the shipping charges to the Eureka Authorized Warranty Station.

Return shipping charges will be paid by the Warranty Station. When returning parts for repair, please include the

model, type and serial number located on the rating plate on the lower backside of the vacuum.

Further limitations and exclusions

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty for Fitness For A Particular Purpose is limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

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